

Department of Health and Human Services

Office of Business Transformation

Mission Statement

The Office of Business Transformation (OBT) supports achievement of the HHS mission by collaboratively identifying, developing, implementing and evaluating efficient and effective business practices throughout the Department. OBT, acting as an internal consulting group, maximizes return on taxpayer dollars by undertaking initiatives to improve services, reduce costs, and streamline bureaucracy.

OBT serves the Operating and Staff divisions to assist them with effecting management improvements that support mission direct activities to help Americans live longer, healthier and better lives, and do it in a way that protects our economic competitiveness as a nation.

OBT offers a variety of management consulting services designed to help organizations better focus on outcomes and results. These include:

- Facilitation of strategic and tactical planning for organizations, including mission definition, goal and objective setting, and the establishment of meaningful metrics and successful data collection strategies.
- Full-service planning and implementation of high-performing organizations.
- Expert consultation on business process re-engineering, organizational streamlining, and restructuring.
- Documentation and dissemination of best practices that move the Department forward as an integrated whole.
- Strategic communications designed to facilitate organizational perception and change.
- Guidance in successful adaptation to organizational change, including prioritizing new initiatives and identifying implementation strategies.
- Expert assistance in implementing competitive sourcing, including guidance on complying with the requirements of OMB Circular A-76.

OBT's key activities for 2007 include:

- Partnering with CDC and AHRQ to develop high-performing organizations with an emphasis on improving customer service and reducing costs.
- Providing assistance to the Information Technology Service Center in implementing business process re-engineering, organizational streamlining, and restructuring.
- Partnering broadly with OPDIVs, HRCs and the payroll office to greatly reduce payroll-related errors through risk identification, process improvements, training, and performance management.
- Institutionalizing performance measurement by tracking trends in ASAM key performance indicators.
- Ensuring that all planned competitive sourcing competitions are announced and completed on time, and that completed competitions meet performance requirements; facilitating the transfer of best practices through Department-wide and government-wide competitive sourcing meetings.
- Assisting senior leadership in planning, coordinating, and disseminating Department-wide reports (e.g., the FY 2007 PMA Report to Employees).

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